



# Peer Review Boot Camp

## SPEAKERS



### **Laura Rife, MD, MBA**

Laura Rife, MD, MBA is a consultant with Chartis Clinical Quality Solutions and is board certified by the American Board of Family Practice. She focuses on medical staff education, new leadership skills and training, physician burnout, peer review, rules and regulations, and medical staff bylaws.



### **Mary Hoppa, MD, MBA**

Dr. Mary Hoppa is Vice-President of Bylaws & Governance with Chartis Clinical Quality Solutions focusing on medical staff operations, bylaws, peer review, and accreditation.

## COURSE DESCRIPTION

**Overcome Today's Most Challenging Peer Review Issues.** The medical staff often views peer review as punitive, when it can actually be a positive force for practitioner improvement. This course offers practical, in-depth training for clinicians recently appointed to peer review positions, existing peer review leaders who seek new ideas on how to improve their case review and OPPE/FPPE methods, and staff who support peer review. Taught by experienced physician leaders from the practitioner's perspective, Peer Review Boot Camp's format features a varied curriculum of group exercises, clinical case reviews, and case studies, with time for small group discussions and segments on ambulatory and ACO settings.

## PROGRAM GOAL

Provide essential knowledge and skill sets to enhance the ability of peer review committee chairs, members, and support staff to effectively fulfill their peer review-related responsibilities.

## AGENDA

See reverse side

## LEARNING OBJECTIVES

- Explain the responsibilities of an effective peer review committee
- Implement methods to improve reliability and fairness of medical staff case review
- Select indicators to measure the six core competencies
- Develop a fair and efficient approach to OPPE and FPPE
- Create an effective action plan for FPPE

# Agenda

SUBJECT TO CHANGE

## DAY 1: THURSDAY

**7:00 - 8:00 AM** **Registration and Breakfast**

**8:00 - 9:30 AM** **Bonus Session**

Optional to attend. Thought-provoking context, perspectives, and insights on the most critical issues facing healthcare professionals

**10:00 AM - 12:00 PM** **Education Session**

**Contemporary Peer Review In a Changing Healthcare Environment** – What are the goals of peer review? – Peer review as the human resources functions of the medical staff

**Creating Performance-Improvement Focused Peer Review** – Performance improvement to provide safer, more effective care – Determining organizational culture – Moving from punitive to positive: Creating a performance-improvement culture in your peer review program

**The Chartis Pyramid** – Keys to achieving great practitioner performance and accountability – Setting expectations and evaluating professional performance

**Creating a Sound Structure for Effective Peer Review** – Legal concerns in peer review: Corporate negligence, immunity, and discoverability - Policies: conflict of interest, and external peer review – Managing conflicts of interest (case studies) – Multispecialty peer review: Why and how? – Integrating peer review into your network and addressing the ambulatory environment

**12:00 - 12:45 PM** **Lunch**

**12:45 - 3:00 PM** **Education Sessions (continued)**

**3:00 PM** **Adjourn**

## DAY 2: FRIDAY

**7:00 - 8:00 AM** **Breakfast**

**8:00 AM - 12:30 PM** **Education Session**

**OPPE and FPPE: Using aggregate data for peer review** – Responsibilities of contemporary peer review committees - Selecting practitioner performance measures: Data validity and rule and rate measures for OPPE (Exercise) – Selecting practitioner performance measures: What we have to measure and what we want to measure – Selecting practitioner performance measures: Indicator building (Exercise) – Dealing with severity-adjusted data, patient satisfaction data, and practitioner attribution – Performance improvement-focused peer review: Evaluating OPPE data (Case studies) – Performance improvement-focused peer review: Creating effective FPPE plans and managing practitioner performance – Is case review really working? Benchmarking your case review process and results

**Running an Effective Peer Review Committee Meeting** – Sample agenda – Techniques and tips

**12:30 - 1:30 PM** **Lunch**

## DAY 3: SATURDAY

**7:00 - 8:00 AM** **Breakfast**

**8:00 AM - 12:00 PM** **Education Session**

**Case Review: Step-by-Step to Getting It Right** – The case rating form: Reducing bias and increasing efficiency – Case review indicators: What makes a good indicator? – Bias and the effect on peer review: How to diminish it – Human and system failures – Identifying improvement opportunities – Closing the loop and follow-up

**Peer Review In Action: Discussion of sample clinical cases**

**Bringing It Back Home: Next steps for your peer review program**

**12:00 PM** **Adjourn**